

<Agent Greeting Conference Call Fails When Using non-BIB phones>

Problem Summary	If agents use unsupported phones and you configure Agent Greeting in the Routing Script, conference calls fails to complete.
Error Message	Your request to conference failed because there is no active call. Your request to conference failed because there is no held call. JTAPI Gateway - Error on TRANSFER operation - No ACTIVE Connection.
Possible Cause	Phones with no Built-In-Bridge (BiB)
Recommended Action	<ul style="list-style-type: none"> • If agents use non-BIB phones, do not enable Agent Greeting in the Routing Script. OR <ul style="list-style-type: none"> • Use phones with BiB.
Release	8.5(2)
Associated CDETS #	None